

CORE COMPETENCY DEFINITIONS

Core Competencies describe the **necessary behaviours** it will take to get you to your **God-given preferred future**.

1. Reflect on the vision of the church.
2. Read through the list of competencies below.
3. Key Question: *What kind of behaviours/competencies are essential to accomplish what God wants to do in this vision?"*
4. Brain-storm and prioritize using this list.
5. The top 3-5 competencies can be added to the Job Description.

#	CORE COMPETENCY	OPERATIONALIZED COMPETENCY <i>What the incumbent would demonstrate if we observed them on the job</i>
1.	Alertness	Able to be attentive to all aspects of the environment while working; to monitor environment during routine activity.
2.	Analytical Problem Solving	Able to use a systematic approach in solving problems through analysis of problem and evaluation of alternate solutions; use logic, mathematics or other problem solving tools in data analysis or in generating solutions.
3.	Assertiveness	Able to maturely express one's feelings and opinions in spite of disagreement; accurately communicate to others regardless of their status or position.
4.	Big Picture Thinking	Understanding complexity; viewing situations from a broad perspective.
5.	Building Business Partnerships	Developing mutually beneficial long-term business relationships with customers and suppliers.
6.	Commitment to Task	Able to start and persist with specific courses of action while exhibiting high motivation and a sense of urgency; willing to commit to long hours of work and make personal sacrifice in order to reach goals.
7.	Communications – Spoken and Written	Able to clearly present information through the spoken word; influence or persuade others through oral presentation in positive or negative circumstances; listen well: able to write clearly and effectively present ideas and to document activities; to read and interpret written information
8.	Coping	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands.

#	CORE COMPETENCY	OPERATIONALIZED COMPETENCY <i>What the incumbent would demonstrate if we observed them on the job</i>
9.	Creativity	Able to develop unique and novel solutions to problems; use intuition and a new way of thinking to give birth to new ideas; to present information in an attention-getting and interesting manner.
10.	Customer Orientation	Keeping focused on the customer when making decisions and taking actions.
11.	Decision Making and Problem Solving	Able to take action in solving problems while exhibiting judgment and a realistic understanding of issues; able to use reason, even when dealing with emotional topics.
12.	Decisiveness	Able to make decisions quickly on available information and take action; make commitments and not change decisions when challenged; deal with emergencies as necessary.
13.	Developing People	Coaching people; helping them build capabilities needed now and in the future.
14.	Energizing	Able to create positive energy (motivation) in both individuals and groups.
15.	Goal Setting	Able to define realistic, specific goals and objectives; to prioritize objectives.
16.	Interaction	Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
17.	Intercultural Capacity	An orientation that reflects self-awareness of one's own culture and the acquired ability to recognize, appreciate and engage with patterns of difference (values, perceptions and behaviours) that emerge in interaction with people who are from other cultures.
18.	Leadership	Able to influence the actions and opinions of others in a desired direction; to exhibit judgment in leading others to worthwhile objectives.
19.	Organization and Planning	Able to organize or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.
20.	Out-of-the-Box Thinking	Viewing situations in new and creative ways.

#	CORE COMPETENCY	OPERATIONALIZED COMPETENCY <i>What the incumbent would demonstrate if we observed them on the job</i>
21.	Perceptivity	Able to interpret verbal and non-verbal behavior; to develop accurate perception and understanding of others' feelings, needs, values and opinions; to be sensitive to and aware of personality differences and conflicts.
22.	Policy and Procedures	Able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures; log work activities.
23.	Process Improvement	Developing reliable and sustainable processes that add value to our customer.
24.	Reading the System	Able to recognize and use information about organizational climate and key individuals to accomplish legitimate organizational goals; be aware of the importance of timing, politics and group processes in managing change.
25.	Team Building	Able to work with people in such a manner as to build high morale and group commitments to goals and objectives.
26.	Tolerance of Ambiguity	Able to withhold actions or speech in the absence of important information; deal with unresolved situations, frequent change, delays or unexpected events.
27.	Versatility	Able to modify one's own behavioral style to respond to the needs of others while maintaining one's own objectives and sense of dignity.

SAMPLE - OPERATIONALIZED CORE COMPETENCIES

The operationalized core competencies which the incumbent must demonstrate in order to be effective in this position are listed below:

Core Competency	Operationalized Competency “What does this look like on the job?”
Communications - spoken and written	Able to clearly present information through the spoken word; influence or persuade others through oral presentation in positive or negative circumstances; listen well: able to write clearly and effectively present ideas and to document activities; to read and interpret written information
Team building	Able to work with people in such a manner as to build high morale and group commitments to goals and objectives.

Customer Orientation	Keeping focused on the “customer” when making decisions or taking actions
Energizing	Able to create positive energy (motivation) in both individuals and groups
Interaction	Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport
Organization and Planning	Able to organize or schedule people or tasks; to create realistic actions plans while being sensitive to time constraints and resource availability